

POSITION DESCRIPTION

Chief, Regulatory & Technical Services: Mediation & Enforcement Section
Division of Trade and Consumer Protection – Bureau of Consumer Protection
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POSITION SUMMARY

This position serves as the Chief of the Mediation and Enforcement Section in the Bureau of Consumer Protection. Under general supervision, this position oversees the statewide mediation and investigation activities of the consumer protection program and serves as a technical expert for a broad regulatory program of over 70 laws and rules. Responsibilities include: the development, coordination, and oversight of effective regulatory compliance and enforcement procedures for the bureau staff consistent with department policies and the division's responsibilities; management of the bureau's prosecution referral process - review and approval of final investigative reports for accuracy, completeness and merit prior to forwarding to the Bureau Director for prosecution referral; and direct supervision of the Mediation Unit Supervisor, as well as the investigators and regulatory specialists in the bureau's Investigation Unit.

This position coordinates bureau compliance activities; including staff training, consumer complaints, warning letters, assurances of compliance, stipulated civil forfeitures and prosecution referrals; and is responsible for conducting activities within established performance metrics and identify areas for improved efficiencies. These activities require the position to work closely with DATCP staff and management, the public, the Department of Justice and other government agencies, regulated industries, and local officials to administer program objectives and provide information about state and federal consumer protection laws.

This position serves as a member of the management team and participates in strategic planning, setting overall policies, and assisting in decision-making processes which affect program operations, as well as bureau and division goals.

GOALS AND WORKER ACTIVITIES

40% GOAL A: Responsible for overall Mediation and Enforcement Section administration, including: strategic planning, policy, and program area objectives.

- A.1 Develop and administer Section operation and program objectives, staffing and training needs.
- A.2 Develop, implement and coordinate an annual Section work plan with specific goals and evaluate on a regular basis throughout the year (e.g., quarterly); modify the work plan as appropriate.
- A.3 Develop, implement and coordinate effective regulatory compliance and enforcement procedures consistent with department policies and the division's responsibilities.
- A.4 Develop short and long range regulation and compliance goals and objectives pertaining to the Bureau's responsibilities.
- A.5 Prepare evaluation and accomplishment reports on Section programs as needed for agency management, legal, etc.
- A.6 Evaluate changes in laws, administrative codes and/or policy interpretations affecting division programs. Provide or oversee staff training on changes or updates.

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- A.7 Oversee and coordinate the maintenance of the Bureau of Consumer Protection's complaint and compliance tracking database system as it relates to the development and maintenance of codes, letters, and reports pertaining to the Mediation & Enforcement Section.
- A.8 Direct implementation of joint work initiatives and review of process between units (mediation and investigation) to ensure staff resources are being utilized effectively. Ensure case information is shared across units in an effective manner.
- A.9 Meet with the mediation unit supervisor on a regular basis to discuss cases, training needs, work flow, etc. Ensure effective work relationships are established and maintained across work units.
- A.10 Perform other duties as assigned.

35% GOAL B: Administration of the Investigation Unit.

- B.1 Set investigative operation and program objectives that are consistent with the goals of the Mediation & Enforcement Section and the Bureau of Consumer Protection.
- B.2 Develop policies, procedures, methods and training to accomplish the objectives of the investigation functions within the consumer protection program.
- B.3 Evaluate effectiveness of existing processes, policies and procedures. Oversee the implementation of improvements to achieve positive results.
- B.4 Provide and coordinate staff input into the development of investigation handling policies, procedures, and training.
- B.5 Develop and produce reports to monitor, analyze and measure investigation handling practices, and staff workload and performance against bureau objectives.
- B.6 Plan, coordinate, and direct enforcement actions with counterpart federal agencies and attorneys general to ensure Wisconsin's role in national enforcement actions.
- B.7 Oversee the prosecution referral process. Review and approve final investigative reports for accuracy, completeness and merit prior to forwarding to the Bureau Director with a recommendation for prosecution referral.
- B.8 Direct complex statewide compliance actions leading to prosecution, injunctions, and holding orders. This may also include the coordination of administering oaths, conducting subpoena returns, and performing duties of notary public.
- B.9 Plan, coordinate and direct daily activities of the investigation unit.
- B.10 Develop and maintain a procedural and training manual for investigation functions.
- B.11 Perform other duties as assigned.

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- 15% GOAL C: Management and supervision of staff, including the handling of internal personnel issues to promote teamwork and unit professionalism.**
- C.1 Develop employee objectives, conduct performance evaluations, counsel and guide staff.
 - C.2 Review and approve leave schedules, training requests and timesheets; assess and discuss staff training or career development needs, ensuring equal access and opportunity.
 - C.3 Review and/or recommend disciplinary action (including answering first step grievances), reclassification, layoff, resignations and dismissals for compliance with applicable standards and rules.
 - C.4 Monitor and implement Compensation Plan provisions as applicable.
 - C.5 Schedule work assignments to ensure effective services; assign special projects.
 - C.6 Provide technical and procedural advice to staff; review and approve staff reports and other correspondence.
 - C.7 Develop and implement training objectives and programs for staff to facilitate performance of assigned tasks and assist with career development planning.
 - C.8 Coordinate or participate in the recruitment, selection and hiring of new staff (e.g., develop exam benchmarks, interview prospective employees). Review the hiring and selection processes to assure fairness and equal opportunity for all applicants.
 - C.9 Monitor the implementation of Affirmative Action/Civil Rights Compliance plans within assigned areas of responsibility; this includes ADA compliance.
- 10% GOAL D: Serve as a liaison and technical expert on consumer protections laws and rules.**
- D.1 Respond to inquiries from federal, state and local consumer protection organizations, law enforcement, businesses, consumers, industry, and others regarding consumer protection policies, laws, and regulations, as well as Bureau policies and procedures.
 - D.2 Represent the bureau as requested at meetings, seminars and conferences.
 - D.3 Provide technical assistance to agency staff or legal counsel for purposes of clarifying issues related to jurisdiction (e.g., state vs. federal domains, program requirements, etc.)
 - D.4 Identify business practices where there is no clear regulation or standard to recommend new or modify current legislation in areas where abuses exist.

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- D.5 Develop and maintain close liaison with other consumer protection agencies, business organizations, and consumer groups.

KNOWLEDGE & SKILLS REQUIRED

- A. Extensive knowledge of division, department, state, federal, and other state consumer protection activities.
- B. Extensive knowledge of consumer protection laws and administrative codes.
- C. Substantial knowledge of the use of program objectives, performance standards, evaluation mechanisms, and other operating policies and procedures necessary to administer assigned programs.
- D. Effective communication and interpersonal skills.
- E. Knowledge of overall program and operational planning and program policies and procedures.
- F. Knowledge of and skill in analyzing information, developing long-range plans, and determining program priorities.
- G. Substantial knowledge of management techniques relating to planning, delegation, accountability, and motivation.
- H. Knowledge of and skill to work closely with applicable government agencies and maintain liaison with state, national, and federal consumer agencies.
- I. Knowledge of staffing needs and the necessary allocation of personnel and monetary resource to meet program needs and objectives.
- J. Extensive knowledge of negotiating skills needed in controversial and hostile situations.
- K. Extensive knowledge of investigative processes and techniques, report writing, and prosecution of offenses.
- L. Substantial ability to teach investigative processes and techniques, report writing, and prosecution of offenses.
- M. Knowledge of Wisconsin Statutes and administrative rules assigned to the agency.
- N. Substantial verbal and written communication skills, including editing and proofreading skills.
- O. Significant knowledge of conflict resolution.
- P. Ability to establish and maintain a variety of professional networks.

SPECIAL REQUIREMENTS: Occasional in-state travel is required. Incumbent must possess a valid WI driver's license or the ability to provide one's own transportation for work purposes.

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WISCONSIN DEPARTMENT OF AGRICULTURE, TRADE & CONSUMER PROTECTION
DIVISION OF TRADE & CONSUMER PROTECTION
 Bureau of Consumer Protection

